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**LANGUAGE ACCESS IN THE DISTRICT
5 YEARS IN THE MAKING**

1st Language Access Policy Forum

Wednesday, July 15, 2009 → 9:00 am - 4:00 pm





Office of Human Rights

DISTRICT OF COLUMBIA



Executive Office of the Mayor
Office on Latino Affairs



Language Access in the District: 5 Years in the Making

First Language Access Policy Forum

July 15, 2009

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Director's Letter

July 15, 2009

Dear friends,

We are delighted to have you as participants of the first District of Columbia Policy Forum on Language Access. This is an issue I enjoy working on not only because it's part of my job; it's an issue close to my heart and identity.

Immigrants in the United States often face multiple barriers to succeed in society. When English-speaking limitations exist, worrying about accessing public services and information should not be one of those barriers. As taxpayers and productive contributors to American ideals, immigrants deserve the same benefits government offers to everyone else.

We are extremely fortunate to live and work in one of the most inclusive and progressive cities of the world. The District of Columbia not only stands out for the vast and far reaching civil rights protections against discrimination and unfair treatment, but it is also at the forefront of protecting other human rights that, I believe, are undeniably inherent to any person. These human rights include the right to proper communication in your own language, and the right to protecting and preserving your identity.

Language access protections are often under attack for the relationship they have to immigration policies. Nonetheless, it is an irrefutable fact that providing public services and information in other languages pays larger dividends to the community in the long run. Providing services in other languages maintains the community as a whole safer, healthier, and more prosperous economically, educationally, and culturally.

I ask that you stay engaged with the community groups and government offices, including the DC Office of Human Rights, advocating for and protecting language access rights in the DC metro area. We thank you for your commitment and welcome your ideas to improve our protections to and conditions of immigrants in the Nation's capital. Take a moment to visit www.ohr.dc.gov to learn more about language access and other rights for people living, visiting and working in Washington.

Sincerely,



Gustavo F. Velasquez
Director

Language Access in the District: 5 Years in the Making

First Language Access Policy Forum

July 15, 2009

TRUE REFORMER BUILDING 1200 U STREET NW

8:15 a.m. – 9:00 a.m.

Registration

9:00 a.m. – 9:45 a.m.

Introductory Session

Welcome

Gustavo F. Velasquez, Director, D.C. Office of Human Rights

Opening Remarks

Victor Reinoso, Deputy Mayor of Education for the District of Columbia

9:45 a.m. – 11:00 a.m.

Panel I: *Then and Now – Five Year Journey for the District of Columbia*

Moderator: Soohyun Koo, Director, Mayor's Office on Asian and Pacific Islander Affairs

Panelists: Audrey Singer, Senior Fellow, The Brookings Institution
Gustavo F. Velasquez, D.C. Office of Human Rights
Jennifer Deng-Pickett, Director, D.C. Language Access Coalition

11:00 a.m. – 12:45 p.m.

Panel II: *Nuts & Bolts – Implementation at the Municipal Level*

Moderator: Mercedes Lemp, Director, Mayor's Office on Latino Affairs

Panelists: Steven Baron, Director, Department of Mental Health
Dr. Clarence Brown, Director, D.C. Office on Aging
Johanna Shreve, Director, Office of the Tenant Advocate
Ximena Hartsock, Director, Department of Parks and Recreation
Elba Garcia, Director, Office of Bilingual Education, D.C. Public Schools

12:45 p.m. – 2:00 p.m.

Luncheon

1:15 p.m. – 2:00 p.m.

Keynote Speaker

2:00 p.m. – 3:15 p.m.

Panel III: *What Works – Regional and National Best Practices*

Moderator: Nebiat Solomon, Director, Mayor's Office on African Affairs

Panelists: Karen Plucinski, Office of Human Resources, Montgomery County Govt.
Angie Carrera, Office for Public Private Partnerships, Fairfax County Govt.
D'Alizza Mercedes, Workforce Diversity and Compliance Specialist, WMATA
James Plunkett, Director, Office of Interpreter Programs,
D.C. Superior Court
Laureen D. Laglagaron, Policy Analyst, Migration Policy Institute

3:15 p.m. – 4:00 p.m.

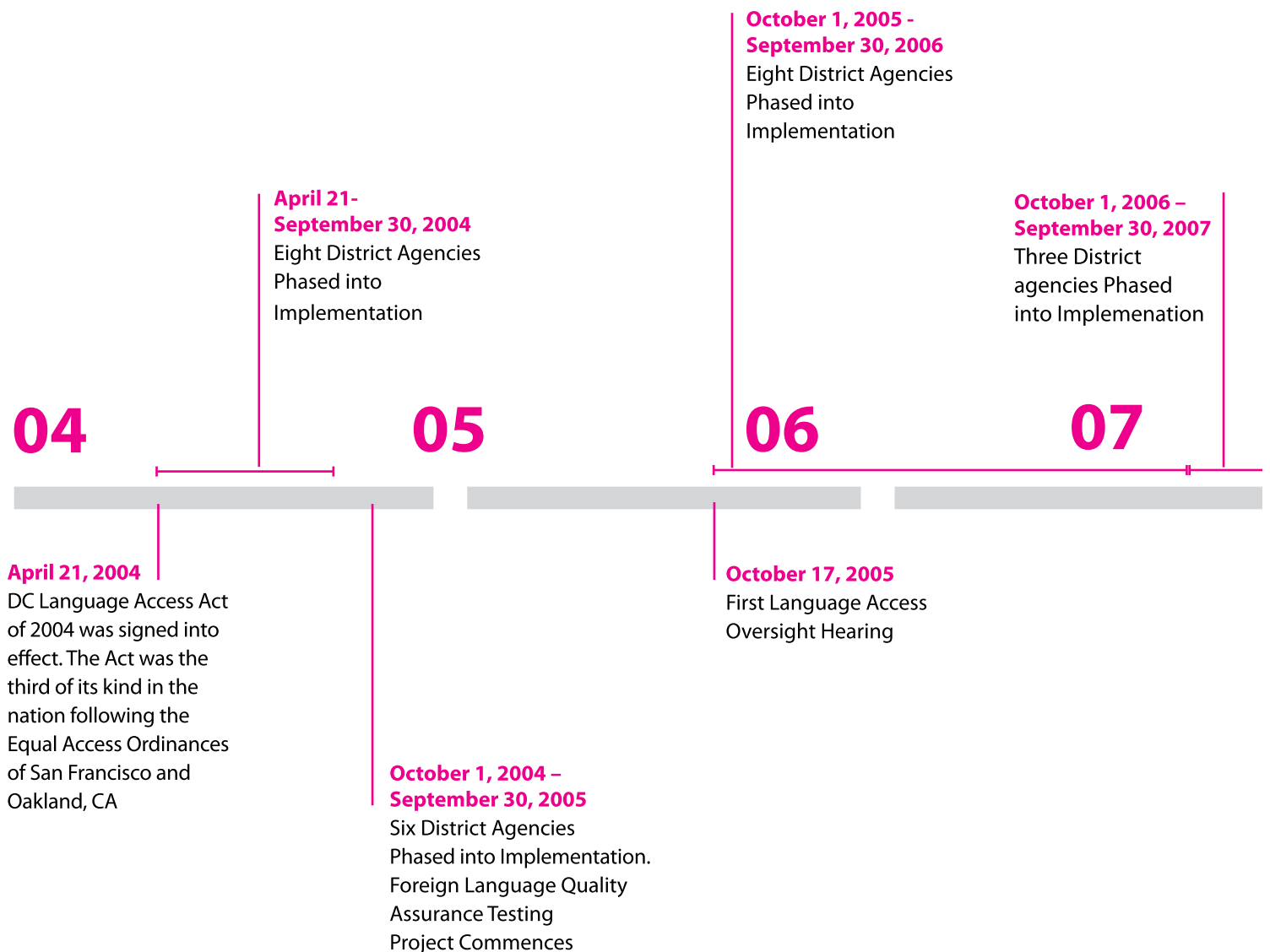
Closing: "Next Steps"

Aryan Rodriguez, Language Access Director, D.C. Office of Human Rights

Español

I speak

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中文

Français

tiếng Việt

한국어

July 2007

Six Languages Covered by the DC Language Access Act (Amharic, Chinese, French, Korean, Spanish, and Vietnamese)

July 15, 2009

First Language Access Policy Forum in Celebration of Five Years of Implementation

June 8, 2008

Regulations to the DC Language Access Act Promulgated (Chapter 12, Title IV DCMR). 10 Additional District Agencies Phased into Implementation.

08

09

10

October 2007

"Know Your Rights" Campaign Launched by Mayor Adrian M. Fenty and the District's First Compliance Report is issued

September 30, 2008

87% increase in Language Access complaints since September 30, 2007

April 25, 2008

First Language Access Complaint Filed with the Office of Human Rights

LANGUAGE ACCESS TIMELINE



Office of Human Rights

DISTRICT OF COLUMBIA

The D.C. Office of Human Rights (OHR) was established to eradicate discrimination, increase equal opportunity and protect human rights for persons who live, work, or visit Washington, DC. OHR enforces the D.C. Human Rights Act, the D.C. Family and Medical Leave Act, the D.C. Parental Leave Act, and the D.C. Language Access Act. In addition to enforcing these local laws, OHR can investigate and adjudicate complaints of discrimination filed under federal law, including Title VII of the Civil Rights Act of 1964 (Equal Employment Opportunity Act), Title VIII of the Civil Rights Act of 1968 (Fair Housing Act), the Americans with Disabilities Act (ADA), and the Age Discrimination in Employment Act (ADEA).

How We Serve You

The OHR provides the following services:

- Training, awareness, and information on human rights laws and policies to the community at large.
- Mediation, investigation and adjudication of complaints of discrimination in employment (private entities and D.C. government), housing, public accommodations, and educational institutions.
- Compliance monitoring and review of diversity and affirmative action plans of entities seeking to conduct business with District government,
- Compliance monitoring, training, and technical assistance to D.C. government entities required to comply with the D.C. Language Access Act.
- Forums and hearings on major issues affecting the protection and promotion of human rights.

- Assessments and opinions on the impact of local and federal civil rights policies.
- Recommendations to the Mayor and the Council of the District of Columbia on systemic patterns of discrimination.

OHR's Language Access Program

In 2004, the District of Columbia government passed the Language Access Act of 2004 to provide greater access and participation in city public services and programs for D.C. residents with limited or no-English proficiency (LEP/NEP). As result, a wide range of District government services are required to assess the need for and offer foreign language services, as well as provide written translation of relevant documents. OHR coordinates and monitors District government agencies and departments under this landmark law to ensure language access compliance.

For more information or to file a complaint, please contact:

D.C. Office of Human Rights

441 4th St, NW, Suite 570N

Washington, D.C. 20001

Phone: (202) 727-4559

Fax: (202) 727-9589

www.ohr.dc.gov



Mayor's Office on Latino Affairs



History

Established in 1976, the Office on Latino Affairs (OLA) is part of the Executive Office of the Mayor of Washington DC. OLA provides a wide range of vital support services to Latino residents of the District of Columbia in the primary areas of:

- Health
- Education
- Housing
- Employment
- Economic Development

OLA's work is more critical now than ever with a rate of one in ten District residents of Latino descent.

Our role is to serve as an intermediary between the Latino residents and the Mayor, the City Council of the District of Columbia, DC government agencies, community-based organizations and private businesses.

Achievements

We are serving more than 30,000 Latino residents through grants which support more than 20 community-based organizations;

We continually organize events such as informational fairs, capacity building workshops, community meetings with the Mayor and traditional festivities;

We serve as liaison between District Latino residents and District agencies to promote programs and services;

We advocate for equal access to government services and programs for Latino residents in the areas of health, education, housing, economic development and employment.



Community-based Grants

We provide technical assistance and funding to non-profit organizations so that they improve their knowledge, skills, abilities and the quality of the programs they offer to District Latino residents.

Advocacy

We provide consultation, collaboration, and problem-solving services to the Mayor, District government agencies, City Council, community groups, and other entities so that Latino residents are better informed, represented, and served.



Outreach

We facilitate partnerships and provide outreach services to District Latino residents so that they increase their knowledge of and access to vital programs and government services.

Mission

The Mission of the Office on Latino Affairs is to improve the quality of life of the District's Latino population by providing community-based grants, advocacy, community relations and outreach services to residents so they can have access to a full range of health, education, housing, economic development, and employment services.



Mayor's Office on Latino Affairs (OLA)

Frank D. Reeves Municipal Center 2000 14th Street, NW 2nd Floor Washington, DC 20009
Phone: (202) 671-2825 Fax: (202) 673-4557 www.ola.dc.gov

Program Highlights

African Health Care Consortium

OAA brings together preventative and crisis health care officials who provide service to the African community. The group meets quarterly in order to devise outreach strategies and resources to improve service delivery to the African immigrant Community.

Employment Workshops and Assistance:

In preparation for the Mayor's Annual Citywide Job Fair, Diversity Job Fair, and other Job Fairs throughout the year, OAA provides resume writing tips, interview techniques, and job application information. Constituents may also come in to the office for one-on-one consultation.

Parent Roundtables: OAA holds regular roundtables for local parents. Roundtables provide participants with an opportunity to voice their concerns about issues related to education.

OAA Intern and Volunteer Program: OAA provides unpaid internships to interested students and community volunteers. Participants can gain valuable experience in our office. For more information call or forward your resume to: oaad@dc.gov.

Mayor's Office on African Affairs

Nebiat Solomon, Director

Nebiat.solomon@dc.gov

Kenyatta Albeny, Program Analyst

Kenyatta.albeny@dc.gov

OAA offers internships and volunteer opportunities to high-school and college students year-round. For further information E-mail:

oaad@dc.gov



Mayor Adrian M. Fenty

Mayor's Office on African Affairs

Executive Office of the Mayor



John A. Wilson Building
1350 Pennsylvania Ave. NW Suite 223
Washington, DC 20004
(202) 727-5634



Vision

OAA envisions the District of Columbia as a community that thrives on the full engagement of its culturally and socially diverse residents. OAA empowers the African immigrant community with knowledge and resources necessary to enjoy the unique opportunities that the District provides. Equipped with the cultural competency required to cultivate strong relationships among diverse groups, OAA will nurture the links between African immigrants, District government, and the broader community.

Mission

The mission of the Mayor's Office on African Affairs is to ensure that the full range of health, education, employment, business, and social opportunities are accessible to the District's African immigrant community. By serving as a liaison between the African immigrant community, District government agencies, and the Mayor, OAA seeks to improve the quality of life for African born constituents and their children.

African-owned Business and Community Organization Registration

The Office on African Affairs is creating a repository of African-owned businesses and Community Based Organizations in and around the District of Columbia for our constituents. In order for OAA to provide an accurate list, please log onto our website and register your African business or community organization.



oaa.dc.gov

List Serve

OAA continually manages and updates its List Serve in order to provide an ongoing source of information to the community.

To be notified of meetings as well as job postings, certification trainings, informational seminars, even weekly festivals and fun-filled events please subscribe to the OAA ListServe by e-mailing:



OAA@dc.gov

Language Access Act

OAA is committed to ensuring that the District of Columbia's African-born residents are able to take full advantage of the District of Columbia Language Access Act of 2004.

The goal of the 2004 Act is to provide greater access to District government programs and services for individuals who may not speak, read, write and/or understand the English language (NEP) and for those who have Limited English Proficiency (LEP).

There are 25 agencies identified in the Act which are required to:

- Collect data on the languages spoken by the LEP and (NEP) constituent populations served and encountered
- Assess the need for and offer oral language services
- Provide written translation of vital documents into any non-English language spoken by a LEP/NEP population that constitutes 3% or 500 individuals of the population served or encountered

In partnership with the Office of Human Rights (OHR), OAA will collaborate and consult with the Language Access Director (LAD), and the covered entities in their efforts to develop, update, and monitor the implementation of Language Action Plans.

MAYOR'S OFFICE ON ASIAN & PACIFIC ISLANDER AFFAIRS (OAPIA)

AGENCY MISSION



The Office on Asian and Pacific Islander Affairs (OAPIA) was created in 1987 as part of Executive Office of the Mayor to address the needs of the District's Asian & Pacific Islander (API) residents. OAPIA's mission is to ensure that the full range of health, education, employment, social services and business information, programs and services is accessible to the District's API community.



Programs

Community Outreach—OAPIA conducts resident and merchant outreach initiatives and cases assistance to engage, educate, and keep them informed about the District's programs and services.

Interagency Coordination — OAPIA provides support to District agencies required to provide services to limited English proficient (LEP) populations.

Advocacy — OAPIA directly funds and provides technical assistance to community-based organizations (CBOs) to provide services to the API community.



OAPIA's OBJECTIVES IN LANGUAGE ACCESS

- Increase information and data on Asian and Pacific Islander (API) populations to contribute to District Agency's understanding of limited and non English proficient Asian populations.
- Increase community understanding of District services through expanded outreach efforts on language access.
- Increase capacity of District Agencies to provide culturally and linguistically competent services to API community with cultural competency resources.
- Increase the number of bilingual candidates and/or employees speaking Asian languages in District government through information dissemination.
- Improve capacity of District customer service centers to better serve API populations through assessments and recommendations.

441 4th Street, NW, Suite 721 North Washington, DC 20001
Main Line: (202) 727-3120 Fax: (202) 727-9655 Website : www.apia.dc.gov

Opening Speaker

Victor Reinoso

Deputy Mayor for Education
Government of the District of Columbia

Victor Reinoso serves as the Deputy Mayor for Education. In that capacity, Mr. Reinoso serves as the principal policy advisor on education. He ensures a coordinated education strategy for the District that focuses resources on improving student achievement and strengthening the role of schools as neighborhood anchors.



Prior to this assignment, he was elected as a representative to the Board of Education for District 2 in November 2004. He was the Chief Operating Officer of the Federal City Council, a nonprofit, nonpartisan membership organization dedicated to community development in the nation's capital. He has also served as the Federal City Council's Director of Education Initiatives. In this capacity, Mr. Reinoso provided assistance and strategic advice to organizations working to improve the delivery of public education, early childhood education, youth services, and adult education.

A Ward 4 parent, Mr. Reinoso volunteers extensively for the District of Columbia public schools and serves as an advisor to a wide range of nonprofit organizations dedicated to improving public education and youth services in the District. He has worked in both nonprofit and private sectors in a wide range of entrepreneurial and management capacities. Mr. Reinoso has managed large-scale strategic planning projects, overseen change projects in large, bureaucratic organizations, and helped organizations launch new ventures. Mr. Reinoso was a founding staff member of the Fair Employment Council, now The Equal Rights Center, a DC-based civil rights research and advocacy organization under the auspices of the Washington Lawyers' Committee for Civil Rights.

Mr. Reinoso has an undergraduate degree in international relations from Georgetown University and an MBA from the MIT Sloan School of Management. The son of immigrants, he is bilingual in Spanish and English. He is an avid reader and runner and lives in the Takoma neighborhood of Washington with his wife, son, and daughter. Mr. Reinoso's son is in kindergarten in a DC public school.

Panel I:

Then and Now – Five Year Journey for the District of Columbia

THROUGHOUT ITS FIVE YEARS of overseeing and enforcing the D.C. Language Access Act of 2004, the District has observed systemic improvements in the equitable provision of services and behavior by the government. The importance of the Act and Language Access Program to the District is invaluable as virtually all subfields of community integration are addressed by law, and limited and non-English proficient (LEP/NEP) residents of the District are afforded legal protection to receive equal access to services from the city government regardless of language spoken. This panel focuses on the contributing factors that have effectuated this law over the past five years.

Moderator

Ms. Soohyun “Julie” Koo was appointed Executive Director of the Office of Asian and Pacific Islander Affairs in March 2007. Throughout her career, Ms. Koo has used her tri-lingual language fluency in Korean, Chinese, and English to aid other Asian immigrants adjust to living in America. Ms. Koo, who joined the Mayor’s office in 2001 as an Outreach Coordinator, has used her “on-the-ground” experience and knowledge to initiate numerous projects, such as the Annual Bilingual Job Fair, Information Fair, and Neighborhood Informational Workshops in all 8 Wards. Before she joined the Mayor’s office, she worked in the private sector as a Human Resources Specialist, conducting management training and handled employee relations. Ms. Koo, who immigrated to the United States 1998, worked as a researcher and China Affairs Specialist in her native South Korea. In that capacity, she advised on trade, investment, and economic policies between South Korea and China. She also organized and worked as a simultaneous interpreter at several academic forums, conferences, and seminars. Ms. Koo holds an M.A in Interpretation and Translation from the highly regarded Graduate School of International Studies of Hankook University, and earned a BA degree in History from Hallym University in South Korea.



Speakers

Gustavo F. Velasquez has been selected to serve as Director of the District’s Office of Human Rights. In this capacity, Velasquez is responsible for the enforcement of the District Civil Rights Act, as amended, the Language Access Act, and several other local and federal statutes in the District of Columbia. Velasquez previously served as Director of the city’s Office on Latino Affairs. He joined District government in 2003 from Congreso de Latinos Unidos, Inc., the leading social service provider to Latinos in Philadelphia, where he served as Director of Operations between 1999 and 2003. In this role, Velasquez managed the operations of a \$12 million human services agency, and developed client data systems and program evaluation guidelines for more than 45 programs. He also served as the Division Director of the Family and Community Development Division, where he managed



\$2.3 million in government contracts and private grants in the areas of child welfare, health promotion, housing counseling, financial literacy and economic self-sufficiency.

Velasquez also has private sector and international experience. He has worked as a research associate at McGann Management Consultants, and served as the Special Assistant to the Undersecretary of Planning, in the Mexican Department of Agriculture, and as the regional coordinator in the Office of Environmental Compliance for Coastal Zones in the Mexican Department of Environment and Natural Resources. Velasquez was appointed to the Philadelphia Empowerment Zone Community Trust Board and the Philadelphia HIV/AIDS Planning Council by Mayor Street of Philadelphia, and was a founding member of the Philadelphia Affordable Housing Coalition and the Philadelphia Latino Taskforce for Workforce Development. He currently serves on the Board of United Planning Organization and is member of Leadership Greater Washington, the Washington Area Partnership for Immigrants, and Hispanics in Philanthropy of Greater Washington.

Velasquez received a Bachelor of Arts in political science and public administration from the Universidad Iberoamericana, and a Masters Degree in public administration from the University of Pennsylvania in Philadelphia.

Audrey Singer is a Senior Fellow at the Brookings Institution Metropolitan Policy Program. Her work currently focuses on the new geography of immigration, the social, economic, political, and civic integration of immigrants, and local responses to immigration. Her recent co-edited book, *Twenty-First Century Gateways: Immigrant Incorporation in Suburban America* focuses on the fastest growing immigrant populations among second-tier metropolitan areas including Washington, DC, Atlanta, Dallas, Minneapolis-St. Paul, Sacramento, and Charlotte. She writes and speaks frequently on the topic of immigrants in the Washington metropolitan area.



Prior to joining Brookings, she was an associate at the Carnegie Endowment for International Peace, on the faculty at Georgetown University and was an analyst at the U.S. Department of Labor. She earned a Ph.D. in Sociology, with a specialization in Demography, from the University of Texas at Austin.

Jennifer Deng-Pickett is the Director of the DC Language Access Coalition. Jennifer's professional experience includes being the Maryland Program Manager at Asian American LEAD (Leadership, Empowerment and Development), Events and Communications Manager for the Leadership for a Changing World program at the Advocacy Institute, Spanish Teacher at Bladensburg High School and Paralegal at Vinson & Elkins, LLP as well as a consultant to the Institute for Sustainable Communities. She has experience in grassroots fundraising, coalition building, education and training, personal and organizational sustainability, executive transitions, communications and media, event planning and policy advocacy. Jennifer received her undergraduate degrees in Spanish and International Studies from Austin College, and her master's degree in Peace and Development Studies from the University of Limerick in Limerick, Ireland. She is currently pursuing her MBA from the Smith School of Business at the University of Maryland.



Panel I:

Then and Now – Five Year Journey for
the District of Columbia

Additional Information

Introduction to the D.C. Language Access Coalition

Mission

The D.C. Language Access Coalition is an alliance of 30 community-based and civil rights organizations that advocate for language access rights within the District of Columbia.

Work

The D.C. Language Access Coalition prioritizes its work around four areas: Education, Health Care, Tenant Rights, and Human Services. An education committee, a health committee, a housing committee, and a legal committee comprised of Coalition members and chaired by Coalition staff (community organizers and law clinic interns) meet regularly to carry out this work. In addition, an executive committee meets with the Director of the Coalition to provide guidance and support on governance issues. The Coalition will also hire a graduate school intern to work on issues that member organizations bring to the Coalition and that fall outside of the three strategic priorities.

The Coalition has been increasingly engaged in a number of projects related to education, health, and human services. Currently, the Coalition is engaged in an education organizing project called SMART (Student Multi-ethnic Action Research Teams). The SMART program, funded by the Community Foundation's Collaborative for Education Organizing, aims to organize ESL students from D.C. Public and Charter Schools in the use of action research, advocacy, and organizing to improve conditions for limited English proficient (LEP) families engaged in the school system. At the same time, the Coalition is hosting a series of story circles for D.C. Public School & Charter School students and their LEP parents to build intergenerational trust. We are also initiating a health organizing project that will combine advocacy research and community organizing to improve the accessibility of health care services for individuals who are LEP.

History

The Coalition came together in 2002 and was instrumental in getting the D.C. Language Access Act of 2004 passed. D.C. was the 4th municipality in the country to pass such a law and the Act has served as a model for the State of Hawaii in the drafting of their own language access legislation. The D.C. Language Access Coalition was named in the Act as a third-party organization that government agencies must consult as they implement the Act. Unfortunately, government agencies have been slow to fully comply with the Act and to provide language services to limited English proficient (LEP) individuals in D.C.

In 2006, the Asian Pacific American Legal Resource Center (APALRC), the lead organization in the Coalition, applied for funding to hire a full-time organizer to lead the D.C. Language Access Coalition. Up to that time, Coalition members carried out the majority of the Coalition's work as volunteer time in addition to their full-time responsibilities at their respective community-based organizations. The first full-time organizer, Jennifer Deng-Pickett, was hired in January of 2007. Jennifer gave direction to the Coalition's work, developed its organizational structures, expanded its budget, and received commitments from the Corporation for National & Community Service for 8 AmeriCorps*VISTA volunteers. In 2008, Jennifer was named Director of the Coalition and began to staff up the organization. Although the APALRC remains its fiscal agent, the D.C. Language Access Coalition has become increasingly autonomous on programmatic and fiscal issues.

D.C. Language Access Coalition Timeline

August 2002 – February 2003

- Collaborated with D.C. City Councilmember Jim Graham's office to draft the Language Access Act, B15-0139, which he introduced to the D.C. Council with five Member Co-Sponsors.

February 2003 – April 2004

- Successfully advocated for Language Access Act, which passed on April 21, 2004

August 2005

- Draft amendments to the Act, to augment the number of D.C. Agencies covered under the law, and strengthen enforcement provisions.

October 2005

- Testified and helped to organize over 50 public witnesses to testify at a D.C. City Council oversight hearing in October 2005. The testimonies highlighted for lawmakers the ongoing language barriers to government services still experienced by immigrant residents.

March 2006

- Provided support to the African immigrant community in the successful creation of the D.C. Office of African Affairs.

January 2007

- Hired a full-time organizer for the Coalition.

May 2007

- Contributed to the U.S. Department of Justice language access audit of the D.C. Metropolitan Police Department.

June 2007 – June 2008

- Negotiated draft regulations with the D.C. Office of Human Rights, which provide detailed guidance to district agencies on how to implement the Act's requirements.
- Presented on language rights at the United States Social Forum in Atlanta and conducted a multi-ethnic coalition building training at Tulane University.

October 2007

- Testified at an oversight hearing for Language Access Implementation. Provided a sign-on letter to Mayor Fenty and Office of Human Rights Director, Gustavo Velasquez, providing language access implementation recommendations. Over 65 organizations and individuals signed on in support.
- Collaborated with the Equal Rights Center (ERC) to help them acquire language access testers and to publicize the results of their testing of certain D.C. Government agencies.
- Participated in a Know Your Language Rights video filmed by law students at American University's Washington College of Law.

January 2008 – Present

- Conduct "Know Your Rights" Trainings on the requirements of the D.C. Language Access Act and the Language Access Complaint process for frontline staff of dozens of CBOs in the District and over 1200 limited and non-English proficient adult students at Carlos Rosario International Public Charter School.
- Organize dozens of ESL students in D.C. Public Schools through the SMART (Student Multiethnic Action Research Teams) program to improve the quality of education for LEP/NEP youth.
- Invite Language Access Coordinators to share success and challenges at Monthly Coalition Meetings.
- Provide D.C. government agencies with constructive feedback on improving their Biennial Language Access Plans (BLAPs) for implementing the Act.
- Assist community members in the filing of Language Access Complaints.

- Testify on Language Access Issues at D.C. Council Oversight & Budget Hearings.

Coalition Member Organizations

African Resource Center

The mission of ARC is to empower and amplify the voices of the African community for the betterment of the whole community.

American University School of Law - International Human Rights Clinic

The International Human Rights Law Clinic offers student attorneys the opportunity to represent individuals, families or organizations alleging violations of recognized or developing human rights norms before international and domestic judicial bodies. The clinic features two sections: a General Human Rights Section, and one that is focused more specifically on Immigrants' Rights.

Asian American Justice Center (AAJC)

The mission of the Asian American Justice Center is to advance the human and civil rights of Asian Americans through advocacy, public policy, public education and litigation.

Asian American LEAD

Asian American LEAD (AALEAD) seeks to promote the well-being of Asian American youth and families through education, leadership development, and community-building.

Asian Pacific American Legal Resource Center (APALRC)

The Asian Pacific American Legal Resource Center (APALRC) is the Capitol Region's nonprofit advocate advancing the legal and civil rights of Asian Americans through direct services, education, and advocacy. The APALRC's main goals are to *address the individual legal needs of low-income and limited-English proficient Asian Americans and to advocate for broad-based systemic change on legal and civil rights issues impacting Asian Americans.*

Asian & Pacific Islander Senior Center

The Asian & Pacific Islander Senior Center is the focal point for service delivery for D.C.'s Chinatown Aged population. It provides congregate food services, counseling, case management, translation and interpretation services for Asian elderly.

Ayuda

Ayuda's mission is to protect the legal rights of low-income immigrants in the D.C. metropolitan area.

Bread for the City

The mission of Bread for the City is to provide vulnerable residents of Washington, DC, with comprehensive services, including food, clothing, medical care, and legal and social services, in an atmosphere of dignity and respect. We recognize that all people share a common humanity, and that all are responsible to themselves and to society as a whole. Therefore, we promote the mutual collaboration of clients, volunteers, donors, staff, and

other community partners to alleviate the suffering caused by poverty and to rectify the conditions that perpetuate it.

Central American Resource Center (CARECEN)

CARECEN's mission is to promote the comprehensive development of the Latino/ Central American community in the Washington Metropolitan Area by responding to its changing needs, as it deepens its roots in the United States.

CentroNía

To educate children, youth and families in a bilingual and multicultural environment

CitiWide Computer Training Center

Citiwide is a nonprofit corporation dedicated to helping underprivileged people acquire the skills they need to succeed in our high-tech world.

Columbia Heights Shaw Family Support Collaborative

Our mission is to help protect children and families from child abuse and neglect and to promote healthy families in our communities.

D.C. Area Health Education Center

The mission of DC AHEC is to positively impact the quality of primary and preventive health care to underserved DC residents by improving the delivery of health education, fostering community outreach, and strengthening the future health care work force. To carry out this mission, DC AHEC is committed to (1) strengthening the current health care work, (2) serve as a pipeline to health careers for youth, particularly minority youth, through improved access to educational opportunities; and (3) educating and empowering residents so that they can advocate for themselves and their families in the health care system.

DC Employment Justice Center (EJC)

The D.C. Employment Justice Center believes all workers deserve fair treatment in the workplace. We empower low-income workers by providing high quality legal advice and assistance to low-income workers with employment law problems and by advocating for just workplace fairness laws. There is no stronger voice for low-income workers in the DC area than the EJC.

DC Learns

Mission: To work with Washington D.C. literacy programs, learners, and supporters to strengthen adult, family, and children's literacy services, and present a strong, unified voice on the importance of literacy as an investment in the community.

Ethiopian Community Center

Ethiopian Community Center's mission is to meet the needs of immigrants and refugees from Ethiopia and other countries through a wide range of services designed to assist families and individuals to become self-sufficient and contributing members of society.

Latin American Youth Center (LAYC)

The Latin American youth Center (LAYC) is a multicultural, community-based organization whose mission is to support youth and their families in their determination to live, work, and study with dignity, hope and joy. LAYC achieves its mission by providing comprehensive, multi-lingual, and culturally sensitive programs, support and opportunities in education, employment, social services, advocacy and social enterprise.

Latino Federation of Greater Washington

Mission: To support and strengthen our member agencies so that they may better serve the Latino community.

Legal Counsel for the Elderly (AARP)

The AARP Legal Counsel for the Elderly provides free legal services and advocacy for Washington, D.C. residents age 60 and older. LCE serves as the city's long-term-care ombudsman and operates initiatives such as training non-lawyers to help older residents with legal matters.

Life Skills Center

The Center's mission is to help adults with mental retardation to become as independent as possible by becoming part of the community as taxpayers through employment.

La Clínica del Pueblo

The mission of La Clínica del Pueblo is to provide free, culturally appropriate health services in the Latino community.

Latino Economic Development Corporation

To provide culturally appropriate health services to persons in the Latino community regardless of their ability to pay.

Mary's Center for Maternal and Child Care

Our mission is to build better futures through the delivery of health care, education and social services. We embrace culturally diverse communities to provide them with the highest quality of care, regardless of their ability to pay.

Multicultural Community Service (MCS)

The mission of Multicultural Community Service is: To transform racial, cultural and ethnic intolerance into a sense of richness in our diversity; To build communication bridges where we now find chasms; To solve our differences peacefully and with respect for one another so that we may use our resources to work together for the common good of our community.

Neighbors' Consejo

Mission: To provide multicultural services for the homeless, addicted and low-income men, women, and families of Washington D.C., in the neighborhoods of Adams Morgan, Columbia Heights and Mount Pleasant. We work to connect men and women to social and economic opportunities and to empower them to self-sufficiency.

The Legal Aid Society of the District of Columbia

The Legal Aid Society of the District of Columbia was formed in 1932 to provide civil legal aid to individuals, families and communities in the District who could not otherwise afford to hire a lawyer.

The Newcomer Community Service Center (NCSC)

NCSC helps refugees and immigrants from all countries achieve self-sufficiency and participate in their new society by helping refugees and immigrants obtain financial stability through employment, helping newcomers maintain or adjust their legal immigration status, communicating newcomers' needs for education, health, employment and other services to public and private agencies, and promoting respect and support for cultural preservation.

Tellin' Stories Project - Teaching for Change

Tellin' Stories believes that for schools to provide the quality education our children deserve, families, schools and communities must be involved as purposeful partners in the education process. At the heart of Tellin' Stories efforts to engage families and staff is the power of story to connect people from diverse backgrounds, to pass on valuable information and experiences and to organize collective action. Tellin' Stories works with parents to create and implement action plans that affect the academic achievement and environment of neighborhood schools through relationship building (creating a story quilt), weekly meetings, workshops, trainings, and grassroots organizing.

Vietnamese American Community Service Center (VACSC)

Mission: To provide cultural, educational, recreational, and other programs to promote the cultural heritage and enhance the quality of life of Vietnamese-Americans in the District of Columbia; To promote intercultural exchange between the Vietnamese and the American community at large; To advocate for equal treatment and opportunities for all District immigrants and refugees; To collaborate and work with organizations with similar purposes.

Washington Lawyers' Committee for Civil Rights and Urban Affairs

The Washington Lawyers' Committee's Immigrant and Refugee Rights (IRR) Project, established in 1978, seeks to enforce the rights of immigrants who are victims of discrimination based on race, gender, national origin, disability, age, religion, sexual orientation, and other bases prohibited under federal and local laws.

Women Empowered Against Violence (WEAVE)

WEAVE works closely with adult and teen survivors of relationship violence and abuse, providing an innovative range of legal, counseling, economic and educational services that leads survivors to utilize their inner and community resources, achieve safety for themselves and their children and live empowered lives.

For more information on the Coalition please visit us at www.dclanguageaccess.org. For individual staff profiles and contact information, please reach connect to: <http://www.dclanguageaccess.org/cm/?q=node/8>.

You can also find us at 3166 Mount Pleasant Street, NW, Washington, DC 20010.

Panel II:

Nuts & Bolts – Implementation at the Municipal Level

THE D.C. LANGUAGE ACCESS ACT OF 2004 is a comprehensive law that applies to all sectors of the District government. Agency heads and representatives from D.C. Public Schools, Department of Mental Health, Office of the Tenant Advocate, Department of Parks and Recreation, and D.C. Office on Aging will speak on their implementation of the Act and the challenges/successes faced in doing so.

Moderator

Mercedes Lemp will serve as the director of the Office on Latino Affairs. For nearly four years, Mercedes Lemp served as the executive director of Language ETC, a nonprofit organization serving thousands of mostly Latino immigrants, providing English as a Second Language and other services. She has over 15 years of management experience. Prior to her work in the nonprofit sector, Ms. Lemp served as a marketing director in the technology field for the Council of Better Business Bureaus' BBBOnLine Department and at Netscape Communications Corporation in California and Miami. Ms. Lemp is originally from Spain but has mainly lived in the Washington area since moving to the United States. She has been an active member of the 16th Street Heights community where she lives. She is currently the vice president of Communications for the parent association at John Eaton Elementary School where her children attend school. She received a degree in business from the University of Maryland and holds an MBA from George Washington University.



Speakers

Stephen T. Baron, LCSW-C, became the Director of the DC Department of Mental Health in July 2006. Mr. Baron brings more than 30 years as a mental health practitioner and administrator to District government. Prior to taking this position, Mr. Baron was the president of Baltimore Mental Health Systems, Inc. (BMHS), the local mental health authority for Baltimore City for 17 years. In this role, Mr. Baron oversaw Baltimore's public mental health system of more than 100 agencies that provide services to more than 32,000 individuals. Among his major accomplishments at BMHS, Mr. Baron played a significant leadership role in establishing a range of community-based psychiatric crisis programs, developed an innovative community-based capitation for adults who are either long-term residents of state psychiatric programs or have had multiple short-term hospitalizations, and implemented a process to monitor provider outcomes.



During Mr. Baron's tenure at BMHS, the agency led several interagency collaborations. BMHS greatly expanded school-based and early childhood mental health and implemented a range of mental health/criminal justice activities such as the Behavioral Emergency Service Team (TEAM) with the Baltimore

City Police Department and a recently developed mental health court. In addition, BMHS prioritized expanding affordable housing for individuals with mental illness through its subsidiary Community Housing Associates. Its newly established Mental Health Policy Institute for Leadership and Training implemented an innovative poverty and depression program at four community sites.

Prior to joining Mental Health Systems, Mr. Baron was the Executive Director of People Encouraging People (PEP) and the Coordinator of Aftercare Services at the Sinai Hospital Department of Psychiatry, in Baltimore. He worked closely with private citizens and Department of Psychiatry staff to develop PEP, a comprehensive community rehabilitation program for individuals for serious, persistent mental illness.

Mr. Baron's management skills are enhanced by the eight years he spent in the field as a social worker and therapist for Family Services of Montgomery County, Maryland; the Northern Virginia Training Center for the Mentally Retarded; and the University of Maryland Methadone Treatment Program. In addition, Mr. Baron was an adjunct professor at the University of Maryland, Baltimore County School of Social Work for several years.

Mr. Baron has received numerous awards and honors, including the Public Official Award from the Governor's Homeless Relief Advisory Board. He also serves on the Board of Directors for Baltimore Homeless Services, Inc., Baltimore Substance Abuse Systems, Inc., the Family League of Baltimore City and the Maryland Association of Non Profit Agencies. Mr. Baron completed his Bachelor of Social Welfare at Adelphi University in Garden City, New York, and his Master of Social Work at Howard University in Washington, DC.

Dr. Clarence Brown has more than 30 years of academic and professional work experience in the fields of public administration, public policy, political science and aging (gerontology). His formal academic disciplines are political science, public policy and public administration with a PhD. from the University of North Carolina at Chapel Hill and an MPA from Howard University School of Business. He received his undergraduate degree in sociology, summa cum laude, from North Carolina Central University where he taught for 21 years and was the director of the undergraduate and master's program in public administration. Dr. Brown is also a nationally noted and accomplished grant writer. He has successfully competed for or has been awarded grant-funded projects in excess of \$50 million from foundations, and the public, private and governmental sectors.



Before his nomination by Mayor Fenty, Dr. Brown was the director of the Howard University School of Social Work's Multidisciplinary Gerontology Center and The Family and Community Resource and Research Center (Baker's Dozen at 1511 Fourth Street, NW). He successfully obtained funds from various sources to renovate and reopen the Baker's Dozen building that had been boarded property in Northwest Washington, near the university's main campus, for more than 10 years. The 3,000 square foot building was dedicated in 2001 at a cost of more than \$400,000 and is now a community resource valued at more than \$1.5 million and is one of several noted university achievements. In addition, he was one of the principal planners and coordinators at Howard University for the first White House Conference on Mental Health in 2001. Dr. Brown recently accepted a joint appointment at Howard University in the

School of Business to become director of research and academic program development for the university-wide Institute for Entrepreneurship, Leadership and Innovation (ELI), which is funded by the Kauffman Foundation. This year he completed an exploratory research report for the National Center for Black Philanthropy, Inc., on “Black Business Philanthropy” as part of a grant-funded project under the ELI Institute. For the past five years, Dr. Brown has planned and developed training workshops for the Office on Aging Senior Service Network as the Program Director. He has been at Howard University since 1992 and was an Adjunct Professor at the University of the District of Columbia’s Institute of Gerontology for several years.

Dr. Brown is a Kellogg Foundation National Fellow and a consultant to several public, private, and non-profit organizations and institutions. He is a member of several professional associations including the Board of Directors of the District of Columbia Mental Health Association, a founding member of the Board of Directors of the Washington Area Geriatric Education Consortium and president of Amidon Elementary School PTA. He has been recognized for his work with national associations such as the Association for Gerontology and Human Development in Historically Black Colleges and Universities and the National Forum for Black Public Administrators. Dr. Brown continues to be active both nationally and at a community level in a variety of associations and organizations.

Dr. Ximena Hartsock began her service in the Fenty Administration when she joined Chancellor Rhee’s transition team in July 2007. As a member of the transition team for the District of Columbia Public Schools (DCPS), she collaborated with the school system in the areas of school leadership, bilingual education, foreign language, and out-of-school time. Mayor Adrian M. Fenty announced his nomination of Dr. Ximena Hartsock as the Director of the DC Department of Parks and Recreation (DPR) in April 2009.



Dr. Hartsock most recently served as the Deputy Chief for the Office of Teaching and Learning. While deputy chief, she created the DCPS Office of Out-of-School Time to provide strong programs to thousands of children and teens in the District through afterschool, summer school and Saturday school programs. Under her direction, the Office of Out-of-School Time created the first vetting process for Out-of-School time providers and expanded afterschool, Saturday School and Summer School at the secondary level. In addition to her duties as deputy chief, Dr. Hartsock headed the Office of Bilingual Education, the Office of Language Programs and directed the New Heights Program, a support program for teen parents.

In 2005, she served as Assistant Principal at Tubman Elementary, and in 2006 she was Principal at Ross Elementary School. While Principal, Ross ES posted significant gains in reading and math on the District of Columbia Comprehensive Assessment System. Dr. Hartsock has also served as adjunct faculty at American University School of Education. Her publications include *The Relationship between Parent Involvement and Homework* and *the Mathematics Achievement of Hispanic English Language Learners* (International Journal about Parents in Education, 2005).

She has presented her research concerning parent involvement and student achievement in national and international conferences and also presented her work on best practices in service learning at the 2007 National Service-Learning Conference.

Dr. Hartsock holds a Doctorate in Leadership, Educational Administration and Policy Studies from the George Washington University. She earned a Masters in Education from The University of La Serena in Chile, and undergraduate degrees in Philosophy and Spanish Education, also from The University of La Serena in Chile. After earning her undergraduate degrees, Dr. Hartsock taught high school in Chile and elementary school in Virginia.

Elba Garcia has been an employee of the DCPS for 19 years. She started as an early childhood and special education teacher, a mentor, a coach, a program coordinator a professional developer and since August 2008, is the Director of the Office of Bilingual Education (OBE). She is also the Language Access Coordinator for District of Columbia Public Schools (DCPS). She holds a M.A. Interdisciplinary Studies in Bilingual Education and Bilingual Special Education, PK-12 from the George Mason University where she graduated Summa Cum Laude in 1995. She also holds a B.A. in Special Education from the George Washington University where she graduated Magna Cum Laude in 1991.



The Office of Bilingual Education oversees services to linguistically and culturally diverse (LCD) students in of the District of Columbia Public Schools. As the Director some of her responsibilities include: Serve as Title III Director to oversee the implementation of requirements and services under No Child Left Behind as they apply to all DCPS schools; Assist schools who are not meeting Annual Measurable Achievement Objectives (AMAO) to develop and implement program improvement plans to ensure success on the part of the English language learners in the schools; Supervise a multilingual staff of 23 persons; Oversee development and implementation of Newcomer Programs in two middle and two high schools; Oversee progressive development of seven dual-language, Spanish-English programs in seven elementary schools; Oversee the daily operations of OBE including the Intake and Assessment center where newly arrived families receive an orientation and their children are assessed and placed in appropriate programs throughout the school system; Organize and deliver extensive staff development and teacher training covering topics including: implementing bilingual programs, designing early childhood transitional programs, new teachers training, portfolio development, standards based instruction and the English language learner, and differentiated instruction; Assist in the development and review of the schools Local School Plans to ensure the inclusion of English language learners.

Panel III:

What Works – Regional and National Best Practices

THE WORK OF COMMUNITY INTEGRATION, specifically as it relates to government, is fundamental. But what if local legislation is not an option in a particular jurisdiction? In its stead, an agency or municipality must adapt to what it can do with the means it has disposable to it. This panel focuses on various municipalities' policies and practices in the area of language access that have been a success in responding to the needs of their limited and non-English proficient (LEP/NEP) constituents.

Moderator

Nebiat Solomon has been named Director for the Mayor's Office on African Affairs. She has been employed with the District government for the past two years, leading the Planning and Evaluation Division of the DC Energy Office, and currently with the Department of Environment (DDOE). Previously, she has served as a staff member with the Broward County Office of Economic Development, where she concentrated on commercial and residential redevelopment projects that utilize sustainable designs and building practices. There, she wrote numerous grant proposals to fund these projects. She also volunteered as an environmental education instructor with the Pine Jog Environmental Education Center. Prior to that, Ms. Solomon worked in the nonprofit sector for Cyber Sustainable Networks, where she developed alliances among international stakeholders and helped organize joint sustainable development projects. For the first three years of her career, she worked in the Renewable Energy Division of Winrock International, a nonprofit organization that promoted the deployment and commercialization of renewable energy technologies in developing countries. A native of Ethiopia, Ms. Solomon has had extensive interaction with international audiences. She was a member of the committee that drafted the Language Access Act. Her educational background is in the area of environmental geography and business.



Speakers

Angie Carrera began her work as the language access coordinator for the Office of the County Executive of Fairfax County in May 2002. Since this was a newly created position (and may have been the first in the country), her primary responsibility became to inform and educate over 11,000 employees about language issues, cultural concerns and available resources. Besides providing routine guidance for department heads on language issues or to help them formulate agency-specific protocols on language services, initiatives included tri-annual employee surveys, annual department language access reports, revised RFP process for hiring interpretation and translation vendors, language services training provided for general employee populations and for new employee orientation, language services vendor fairs, translation verification teams, the language access team, bilingual skills assessments protocol, new technology exploration, and evaluation of foreign-language training offerings. Gathering local government



employees from surrounding jurisdictions whose interest was LEP issues she formed what is now called the Local Government Language Access Coordinators which meets regularly to discuss issues and trends in language and culture that affect the work of local government employees, services and programs. She also teaches consecutive interpretation for Fairfax County Public Schools – Adult Community Education – a 100 hour course which includes a practicum in which her students serve as volunteer-interpreters to local community. Her background includes service as coordinator of the Volunteer Interpreter Program of Fairfax County’s Juvenile Court, which won two NACo (National Association of Counties) during and immediately following her tenure. She has also been Executive Director of Volunteer Fairfax, President of the Northern Virginia Association of Volunteer Administrator and a Volunteer Administrator for several nonprofits. She has also served as a member of several volunteer committees and Boards of Directors.

D’Alizza Mercedes presently serves as the Workforce Diversity and Compliance Specialist – Office of Civil Rights – for the Washington Metropolitan Area Transit Authority (WMATA). In this capacity Ms. Mercedes serves as WMATA’s Language Assistance Liaison, working closely with community groups, the Access for All Committee, the Riders Advisory Council and others in coordinating meaningful access for persons with Limited English Proficiency. Ms. Mercedes is also responsible for developing, executing and coordinating oral language services to LEP persons and for investigating and resolving language access complaints. Ms. Mercedes focused her undergraduate and graduate studies in Political Science at the University of Colorado at Boulder.



Laureen Laglagaron is a Policy Analyst at the Migration Policy Institute and Director of MPI’s Internship Program. Her work focuses on initiatives of the National Center on Immigrant Integration Policy. At the Center, Ms. Laglagaron’s portfolio includes analysis of state and local immigration policies, binational (U.S.-Mexico) immigrant integration programs, and language access. She manages the Language Portal, a translation and interpretation digital library, and coordinates and hosts national language access webinars that provide an interactive platform for language access practitioners to discuss and analyze key issues in their field. Prior to joining MPI, Ms. Laglagaron, an attorney, practiced immigration and family law in San Francisco as an Equal Justice Works Fellow at Asian Pacific Islander (API) Legal Outreach. As part of her Fellowship, Ms. Laglagaron designed and implemented a project to deliver free legal services to the Greater Bay Area’s low-income Filipino immigrant population. Ms. Laglagaron also trained community groups, law students, consular staff and pro bono attorneys on the basics of immigration law, citizenship, human trafficking and domestic violence. Ms. Laglagaron previously worked at the Urban Institute where she co-authored “Social Rights and Citizenship” (with MPI’s Michael Fix), a Report of the Working Group on Social Rights and Citizenship for the Carnegie Endowment for International Peace, Comparative Citizenship Project. Ms. Laglagaron received her JD from the University of California, Los Angeles, School of Law where she received a certificate from the Program in Public Interest Law and Policy. Ms. Laglagaron also holds a BA in Economics and Sociology/Anthropology from Swarthmore College.



James W. Plunkett has been the Foreign Language Court Interpreter Coordinator of the District of Columbia Superior Court since 2001. He is responsible for prospecting, testing, qualifying and contracting free-lance interpreters and translators for proceedings in the Superior Court of D.C. He also assists in the training of new judges on how to work with court interpreters. He is certified by the Administrative Office of the U.S. Courts as a Spanish and English court interpreter. He has been an oral exam rater for the National Consortium for State Court Interpreter Certification since 1998 and is now a Rater Supervisor and he has been a rater for the oral Federal Court Interpreter Certification Examination since 2003. He worked as a court interpreter for the 13th Judicial Circuit in Tampa, Florida for seven years and became a senior interpreter there in 1998. Mr. Plunkett holds a Bachelor of Arts degree in General Social Studies from Providence College. He was raised in Lima, Peru. His hobbies are singing, playing the guitar and charango, and dancing. He is trying to learn some Mandarin!





Additional Resources

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

To provide greater access and participation in public services, programs, and activities for residents of the District of Columbia with limited or no-English proficiency by requiring that District government programs, departments, and services assess the need for, and offer, oral language services; provide written translations of documents into any non-English language spoken by a limited or no-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered; to ensure that District government programs, departments, and services with major public contact establish and implement a language access plan and designate a language access coordinator; to require that the Office of Human Rights coordinate and supervise District government programs, departments, and services in complying with the provisions of this act and establish the position of Language Access Director for this purpose; and to amend the District of Columbia Latino Community Development Act and to repeal the Bilingual Services Translation Act of 1977 to repeal redundant provisions.

BE IT ENACTED BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this act may be cited as the "Language Access Act of 2004".

Sec. 2. Definitions.

For purposes of this act, the term:

(1) "Access or participate" means to be informed of, participate in, and benefit from public services, programs, and activities offered by a covered entity at a level equal to English proficient individuals.

(2) "Covered entity" means any District government agency, department, or program that furnishes information or renders services, programs, or activities directly to the public or contracts with other entities, either directly or indirectly, to conduct programs, services, or activities. The term "covered entity" shall not include the Advisory Neighborhood Commissions.

(3)(A) “Covered entity with major public contact” means a covered entity whose primary responsibility consists of meeting, contracting, and dealing with the public.

(B) Covered entities with major public contact are:

- (i) Alcoholic Beverage Regulation Administration;
- (ii) Department of Health;
- (iii) Department of Mental Health;
- (iv) Department of Human Services;
- (v) Department of Employment Services;
- (vi) Fire and Emergency Medical Services;
- (vii) District of Columbia Housing Authority;
- (viii) District of Columbia general ambulatory and emergency care centers;
- (ix) Emergency Management Agency;
- (x) Metropolitan Police Department;
- (xi) District of Columbia Public Schools;
- (xii) Department of Motor Vehicles;
- (xiii) Department of Housing and Community Development;
- (xiv) Department of Public Works;
- (xv) Department of Corrections;
- (xvi) Office on Aging;
- (xvii) District of Columbia Public Library;
- (xviii) Department of Parks and Recreation ;
- (xix) Department of Consumer and Regulatory Affairs ;
- (xx) Child and Family Services Agency;
- (xxi) Office of Human Rights;
- (xxii) Office of Personnel;
- (xxiii) Office of Planning;
- (xxiv) Office of Contracting and Procurement;
- (xxv) Office of Tax and Revenue; and
- (xxvi) Office of the People’s Counsel.

(C) Other covered entities with major public contact may be designated by the Language Access Director through the Mayor, by regulation, after consultation with the D. C. Language Access Coalition in accordance with section 6(b)(6).

(4) “Language Access Director” means the official in the Office of Human Rights who, pursuant to section 6, coordinates and supervises the activities of District agencies, departments, and programs undertaken to comply with the provisions of this act.

(5) “Limited or no-English proficiency” means the inability to adequately understand or to express oneself in the spoken or written English language.

(6) “Oral language services” means the provision of oral information necessary

to enable limited or no-English proficiency residents to access or participate in programs or services offered by a covered entity. The term “oral language services” shall include placement of bilingual staff in public contact positions; the provision of experienced and trained staff interpreters; contracting with telephone interpreter programs; contracting with private interpreter services; and using interpreters made available through community service organizations that are publicly funded for that purpose.

(7) “Vital documents” means applications, notices, complaint forms, legal contracts, and outreach materials published by a covered entity in a tangible format that inform individuals about their rights or eligibility requirements for benefits and participation. The term “vital documents” shall include tax-related educational and outreach materials produced by the Office of Tax and Revenue, but shall not include tax forms and instructions.

Sec. 3. Oral language services provided by covered entities.

(a) A covered entity shall provide oral language services to a person with limited or no-English proficiency who seeks to access or participate in the services, programs, or activities offered by the covered entity.

(b) A covered entity shall, at least annually, determine the type of oral language services needed based upon:

(1) The number or proportion of limited or no-English proficient persons of the population served or encountered, or likely to be served or encountered by the covered entity, in the District of Columbia;

(2) The frequency with which limited or no-English proficient individuals come into contact with the covered entity;

(3) The importance of the service provided by the covered entity; and

(4) The resources available to the covered entity.

(c)(1) In making the determination under subsection (b) of this section of the type of oral language services needed, the covered entity shall consult the following sources of data to determine the languages spoken and the number or proportion of limited or no-English proficient persons of the population that are served or encountered, or likely to be served or encountered, by the covered entity in the District of Columbia:

(A) The United States Census Bureau’s most current report entitled “Language Use and English Ability, Linguistic Isolation” (or any other successor report);

(B) Any other language-related information;

(C) Census data on language ability indicating that individuals speak English “less than very well”;

(D) Local census data relating to language use and English language ability;

(E) Other governmental data, including intake data collected by covered entities; data collected by the District of Columbia Public Schools; and data collected by and

made available by District government offices that conduct outreach to communities with limited-English proficient populations and that serve as a liaison between the District government and limited-English proficient populations, such as the Office of Latino Affairs and the Office of Asian and Pacific Islander Affairs; and

(F) Data collected and made available by the D.C. Language Access Coalition.

(2) A covered entity shall annually collect data about the languages spoken and the number or proportion of limited or no-English proficient persons speaking a given language in the population that is served or encountered, or likely to be served or encountered, by the covered entity. A covered entity's databases and tracking applications shall contain fields that will capture this information during the fiscal year that this act takes effect with respect to the covered entity pursuant to section 7. If it is demonstrated to the Office of Human Rights that this is not feasible due to budgetary constraints, a covered entity shall make all due efforts to comply with this paragraph by the beginning of the next fiscal year. All information collected under this section shall be provided to the Language Access Director and made available to the public, upon request, within a reasonable time.

(d) To the extent that a covered entity requires additional personnel to meet its requirement to provide oral language services based on the determination set forth in this section, the covered entity shall hire bilingual personnel into existing budgeted vacant public contact positions.

Sec. 4. Written language services by covered entity.

(a) A covered entity shall provide translations of vital documents into any non-English language spoken by a limited or no-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered, by the covered entity in the District of Columbia.

(b) If the provisions of this act are contractually imposed on a non-covered entity, subsection (a) of this section shall apply.

Sec. 5. Additional obligations of covered entities with major public contact.

(a)(1) A covered entity with major public contact shall establish a language access plan, by regulation.

(2) Each language access plan shall be established in consultation with the Language Access Director, the D.C. Language Access Coalition, the entity's language access coordinator, and agency directors that conduct outreach to limited or no-English populations. Each language access plan shall be updated every 2 years and shall set forth, at minimum, the following:

(A) The types of oral language services that the entity will provide and how the determination was reached;

(B) The titles of translated documents that the entity will provide and how the determination was reached;

(C) The number of public contact positions in the entity and the number of bilingual employees in public contact positions;

(D) An evaluation and assessment of the adequacy of the services to be provided; and

(E) A description of the funding and budgetary sources upon which the covered entity intends to rely to implement its language access plan.

(3) In establishing and updating the language access plan, the entity shall consult with the sources of data set forth in section 3(c)(1).

(b) A covered entity with major public contact shall designate a language access coordinator who shall report directly to the director of the entity and shall:

(1) Establish and implement the entity's language access plan in consultation with the Language Access Director, the D.C. Language Access Coalition, and the agency directors of government offices that conduct outreach to communities with limited or no-English proficient populations; and

(2) Conduct periodic public meetings with appropriate advance notice to the public.

(c) A covered entity with major public contact shall develop a plan to conduct outreach to communities with limited or no-English proficient populations about their language access plans and about the benefits and services to be offered under this act.

Sec. 6. Language access oversight; duties of Language Access Director.

(a) The Office of Human Rights shall provide oversight, central coordination, and technical assistance to covered entities in their implementation of the provisions of this act and ensure that the provision of services by covered entities meets acceptable standards of translation or interpretation.

(b) There shall be within the Office of Human Rights a Language Access Director to coordinate activities under this act. The Language Access Director shall:

(1) Review and monitor each covered entity's language access plan for compliance with this act and Title VI of the Civil Rights Act of 1964, approved July 2, 1964 (78 Stat. 252; 42 U.S.C. §§ 2000d through 2000d-7);

(2) Track, monitor, and investigate public complaints regarding language access violations at covered entities, and where necessary, issue written findings of noncompliance to the covered entities regarding failures to provide language access; provided, that this responsibility shall not supersede or preclude the existing individual complaint process and mechanism under the jurisdiction of the Office of Human Rights;

(3) Review and monitor the language access coordinators with respect to their performance of responsibilities under this act;

(4) Consult with language access coordinators, the D.C. Language Access Coalition, and the heads of government offices that conduct outreach to communities with limited or no-English proficient populations;

(5) Serve as the language access coordinator for the Office of Human Rights;
and

(6) Through the Mayor, by regulation, after consultation with the D.C. Language Access Coalition, designate additional covered entities with major public contact.

Sec. 7. Phased implementation.

(a) This act shall apply on its effective date to:

- (1) Department of Health;
- (2) Department of Human Services;
- (3) Department of Employment Services;
- (4) Metropolitan Police Department;
- (5) District of Columbia Public School System;
- (6) Office of Planning;
- (7) Fire and Emergency Medical Services; and
- (8) Office of Human Rights.

(b) This act shall apply as of October 1, 2004 to:

- (1) Department of Housing and Community Development;
- (2) Department of Mental Health;
- (3) Department of Motor Vehicles;
- (4) Child and Family Services Agency;
- (5) Alcoholic Beverage Regulation Administration; and
- (6) Department of Consumer and Regulatory Affairs.

(c) This act shall apply as of October 1, 2005, to:

- (1) Department of Parks and Recreation;
- (2) Office on Aging;
- (3) District of Columbia Public Library;
- (4) Office of Personnel;
- (5) Office of Contracting and Procurement;
- (6) Department of Corrections;
- (7) Department of Public Works; and
- (8) Office of Tax and Revenue.

(d) This act shall apply as of October 1, 2006 to all covered entities.

Sec. 8. Conforming amendments.

(a) Section 304 of the District of Columbia Latino Community Development Act, effective September 29, 1976 (D.C. Law 1-86; D.C. Official Code § 2-1314), is repealed.

(b) The Bilingual Translation Services Act of 1977, effective October 26, 1977 (D.C. Law 2-31; D.C. Official Code § 2-1342 *et seq.*), is repealed.

Sec. 9. Inclusion in the budget and financial plan.

This act shall take effect subject to the inclusion of its fiscal effect in an approved budget and financial plan. This act is subject to appropriations.

Sec. 10. Fiscal impact statement.

The Council adopts the fiscal impact statement in the committee report as the fiscal impact statement required by section 602(c)(3) of the District of Columbia Home Rule Act, approved December 24, 1973 (87 Stat. 813; D.C. Official Code § 1-206.02(c)(3)).

Sec. 11. Effective date.

This act shall take effect following approval by the Mayor (or in the event of veto by the Mayor, action by the Council to override the veto), a 30-day period of Congressional review as provided in section 602(c)(1) of the District of Columbia Home Rule Act, approved December 24, 1973 (87 Stat. 831; D.C. Official Code § 1-206.02(c)(1)), and publication in the District of Columbia Register.

Chairman
Council of the District of Columbia

Mayor
District of Columbia

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Federal Interagency Website

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www.ohr.dc.gov

D.C. Language Access Coalition

www.dclanguageaccess.org

Mayor's Office on Latino Affairs

www.ola.dc.gov

The Brookings Institution

www.brookings.edu

**Mayor's Office on Asian and
Pacific Islander Affairs**

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Migration Policy Institute

www.migrationpolicy.org

Mayor's Office on African Affairs

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